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Description of the guest experience at HTOP Group hotels

Before you arrive...

Guests will always be kept up-to-date:

Information brings peace of mind. If we have an email address for our guests, we will send them our handbook of preventive measures against COVID-19 seven days before the check-in date.

We have a customer service email **online@htophotels.com** to answer any questions guests may have in relation to preventive measures and the operation of our hotel's equipment and services.

We also have a customer service chatbot on our website

www.htophotels.com.

Your safety is our peace of mind; we want you to feel comfortable during your stay, which is why **we have entrusted prestigious independent companies to carry out control audits on COVID-19 prevention measures.** We have teamed up with the Altimir group, to audit and certify the level of readiness of hotels before their reopening, and with the international audit company SGS, to obtain the SAFE TOURISM seal from the Spanish government's Secretary of State for Trade. All our cleaning protocols are carried out in collaboration with renowned specialist brands such as **ECOLAB** and **PROQUIMIA**.

Our staff have been thoroughly prepared:

All our staff have received specific training on COVID-19 prevention protocols and techniques.

We have reduced capacity and thus increased social distancing. You and your loved ones will enjoy your own space but, for security purposes, social distancing measures will be maintained.



WELCOME, we have been waiting for you!

We have really missed you and we are delighted to welcome you back to our hotel. The long wait is over and now we are on hand so that you can enjoy a “carefree holiday”.

Our staff may **take your temperature** at hotel entrances, where we have also placed some **mats for disinfecting shoes**. We kindly ask you to roll any **wheeled suitcases over the disinfectant mats**.

At reception, our receptionists will give you a warm welcome and **provide you with all the information you need**, but they will do so from behind a screen. This will not prevent you from seeing their smiles! We have also made changes such as installing **directional signs, placing safety distance markings on the floor and making alcohol hand gel available**. The room key will be handed over to you, having been disinfected beforehand. Face masks will be used in accordance with the regulations in force at the time of your stay.



In the lifts:

Firstly, **we recommend using the stairs**, as you know; it's good for your health! If you are unable to do so, we ask that you wear a mask if you use the lifts with guests who are not part of your family. **Alcohol hand gel will be available gel inside the lifts**, so you can use the push buttons, ensuring the highest guarantee of hygiene.



Your room:

Your most intimate space; We have gone to great lengths to make this space as safe as possible. We have ramped up cleaning and disinfection times for all surfaces in the room. We use a **disinfectant misting system in all rooms** before guests check in.

All bedlinen in the room, is washed at temperatures above 60°C.

Dirty linen is handled independently from the clean linen to prevent cross-contamination. The blankets in the wardrobes are clean and sealed and the mattress covers are changed before new guests arrive.

The TV remote control will be in a sealed bag and the amenities will be single-use only. Paper-based information has been removed.

There will be a **QR code** on your table that will provide you with access to the room directory.

You can choose whether you want us to clean your room every day. We leave it up to you; but please bear in mind that, if you do want it cleaned, we will ask you not to enter the room for two hours. You will have a sign to inform housekeeping of your decision.

We even look after the air you breathe.

We have installed a **HEPA air filtration system** throughout the hotel to minimise the risk of contamination. This is the same system used on commercial aeroplanes.

We also carry out water **quality control analyses** through government accredited laboratories.



Restaurants:

We have a wide gastronomic offering, although we have had to adapt the presentation, and some aspects of our service.

Shifts and Schedules: On the day of arrival, our receptionists will give you a card to access the restaurant. This card will have the meal times written on it. In order to ensure compliance with the capacity limits of the restaurant, we ask that you respect the time band that you have been allocated.

At the restaurant entrance there **will be alcohol hand gel dispensers** and our hosts and hostesses will welcome you and accompany you to your table. You can go up to the buffet yourself, although we ask you wearing a mask.

The buffet area has been protected with screens and our staff will serve you whatever you want in duly protected containers. There will be a **QR code** on the table from which you can access the drinks menu.

All **our dishes are washed at temperatures above 80°C and delivered individually** by our staff. All dressings and sauces are offered in single-dose format.



Bars and Pools:

Have a drink and chill out, we'll take care of the rest. We have increased the **distance between the tables** in the bars and limited the access to the bar at some specific points. Our waiters will serve you at the table.

There will be alcohol hand gel dispensers at the entrances to our bars. We have increased the frequency with which we disinfect chairs and tables.

There will be some **QR codes** placed on top of the table to access the bar menu.

Our swimming pools and water areas can be used normally following the usual rules of use. **We carry out chemical water treatment and operate a regular analysis to ensure that they are correctly maintained.**

We spray sun loungers and garden furniture using disinfection systems.

We recommend using our **"HTOP DISCOUNT CARD"** payment and discount system. With this card, you will benefit from significant discounts on drinks - it is also a safer payment method.



Entertainment:

Fun is guaranteed with our entertainment teams and shows.

The entertainment activities have been adapted and will mostly take place outdoors.

The mini clubs have been moved to outdoor areas and we have limited their capacity. All games will be played with **single-use or individual use material**. If, for any games, something needs to be shared, it will be handed over after having been disinfected beforehand.

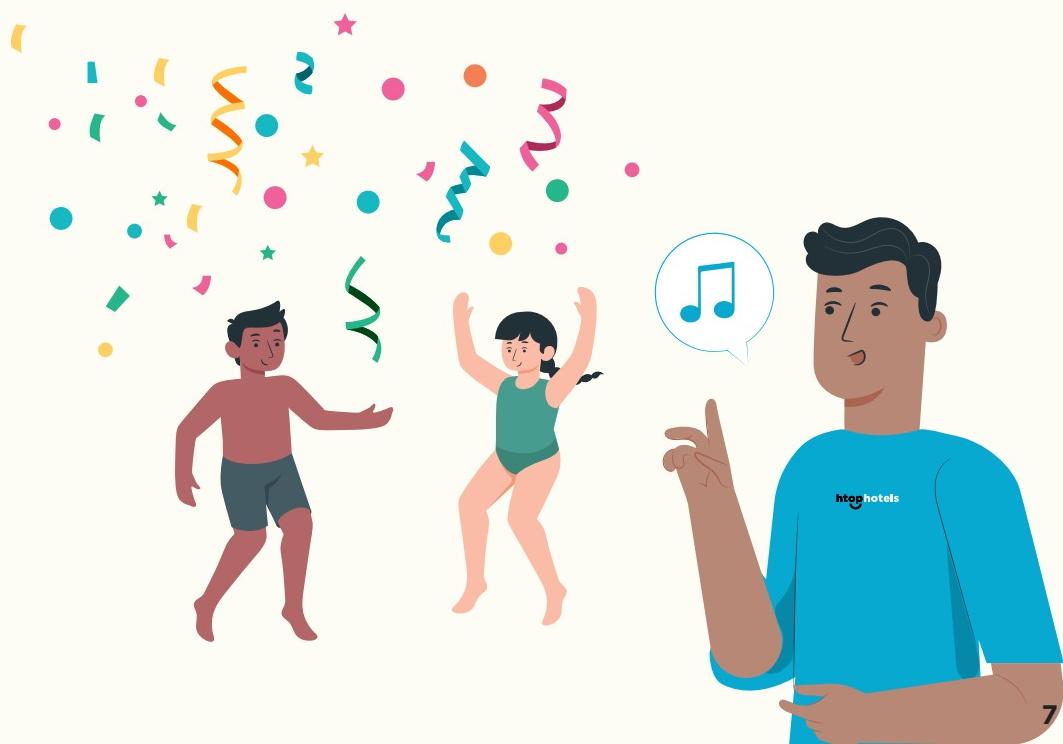
In the evenings you will be able to attend our shows and performances as normal; ensuring the correct measures of distance between tables are taken at all times. We have stopped dance activities for the meantime.

All inclusive:

If you have chosen our All-Inclusive package you should be aware that: **We have prepared different drink service points** for the All-Inclusive guests that will be clearly indicated. We encourage the use of disposable glasses.

We have indicated the safety distances at points where you may have to queue.

The snacks served in our bars **will come in individual portions.**



THANK YOU!

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